

UDAAN User Manual – South and East CDR Zones

May 2015



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About this Manual

This manual provides the overview of the CRM Lead Management UDAAN CR and the tasks performed to complete the defined business scenarios.

Purpose

This manual has been written to help BSNL users understand and use the Lead Management process flows. It presents the functional capabilities and operational details of Lead Management that users should know for performing business tasks using CRM Lead Management. Additionally, this manual provides information creation of Lead in three different ways.

Intended Audience

This manual is intended for the use of BSNL personnel.

Prerequisites

Following are the prerequisites for performing the tasks presented in this manual:

Functional	Basic functional knowledge of the services provided by BSNL
Technical	<ul style="list-style-type: none">Basic knowledge of Siebel applicationShould have attended CDR training conducted for CSRs

Typographical Conventions

The following table gives the details of the typographical conventions used in the document:

Typographical Conventions

Formatting Convention	Type of Information
Title Case & Bold	All the buttons used in the application are written in Title Case & Bold font. For example, Click Submit Order
<i>Italics</i>	All the error messages, alerts, status of the fields and values are written in <i>Italics</i> . For example, A message, <i>Validations Successful</i> , appears
Field Names	All the field names in this document are written in Title Case. For example, The Account Name field is a hyperlink
User-entered text	Text that you enter appears in Arial font

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1. Introduction

This chapter provides an introduction to the CRM Lead Management - UDAAN

1.1. Purpose of UDAAN

BSNL has launched UDAAN project to capture the leads for various services. Sales team in each SSA will be responsible for capturing the leads and converting them to BSNL Customers. CDR systems are now ready to support UDAAN project requirements.

1.2. Features of UDAAN

Following Lead management activities for Landline, Broadband, ISDN and FTTH are supported:

- Lead Creation through following channel of approach :
 1. Walk-in
 2. BSNL Sales Agent
 3. Call Center
 4. Franchisee
- Lead Creation Through WSC login
- Lead Creation through channel of approach as SMS and Internet (WSC Portal)

1.3. CRM Application Environment

This section describes the software and hardware environment required to run CRM Application.

1.3.1. Software Environment

Operating System	Microsoft Windows XP Professional SP2 or above
Database	NA
Server Software(s)	NA
Other Software(s)	Internet Explorer 6.28 and above

1.3.2. Hardware Environment

Servers	NA
Network Infrastructure	The desktop should be in BSNL intranet
Communication Infrastructure	NA
Other Hardware	NA

1.4. CRM Modules used in UDAAN flows

Following 7 modules of CRM application are being used for UDAAN based Leads and Order management are:

- Contacts
- Customer Accounts
- Billing Accounts
- Orders
- Lead Management
- Pre Lead Management
- Franchisee

1.5. User Roles

- Call center CSR
- CSC CSR
- Sales Team Lead
- WSC CSR
- SMS CSR

2. Getting Started

2.1. Lead Creation for new customer

To create a new lead for a new customer, following steps should be followed -

1. Create a new Customer in Customer Account.
2. Add his/her contact details under Contact View.
3. Add his address, installation as well as billing address under Address View.
4. Then create a new lead under Leads View.

A screenshot of Lead View is given below -

The screenshot shows the 'Account' creation form in the Bharat Sanchar Nigam Ltd. Customer Portal. The form is divided into several sections with input fields and dropdown menus. The 'New' button is highlighted in the top right corner of the form area.

5. Create a new lead by clicking on **New** Button. A new record will be generated.

A screenshot of Lead Creation is given below -

The screenshot shows the 'Leads' view in the Customer Portal. The 'New' button is highlighted in the top left corner. Below the button is a table showing a single lead record.

Oppty Number	Lead Created Date	Opportunity Name	Account	Installation Address	Sales Stage	Status	Service Type	Channel	Franchisee Code	Pre Lead Number	LL Phone Number
1602174820	29/04/2015 10:57:4		ad2		New Lead	Open					

6. Enter Opportunity Name.
7. Select the installation address from pick applet.
8. Select the service type.
9. Channel can be BSNL Sales Agent, Walk-in, Call Centre, Franchisee
10. In case, the channel chosen is Franchisee, Franchisee code has to be selected.
11. LL Phone Number field is mandatory for taking new Broadband, Prepaid BB or VPN connection.
12. Click on **Assign to Sales Lead**

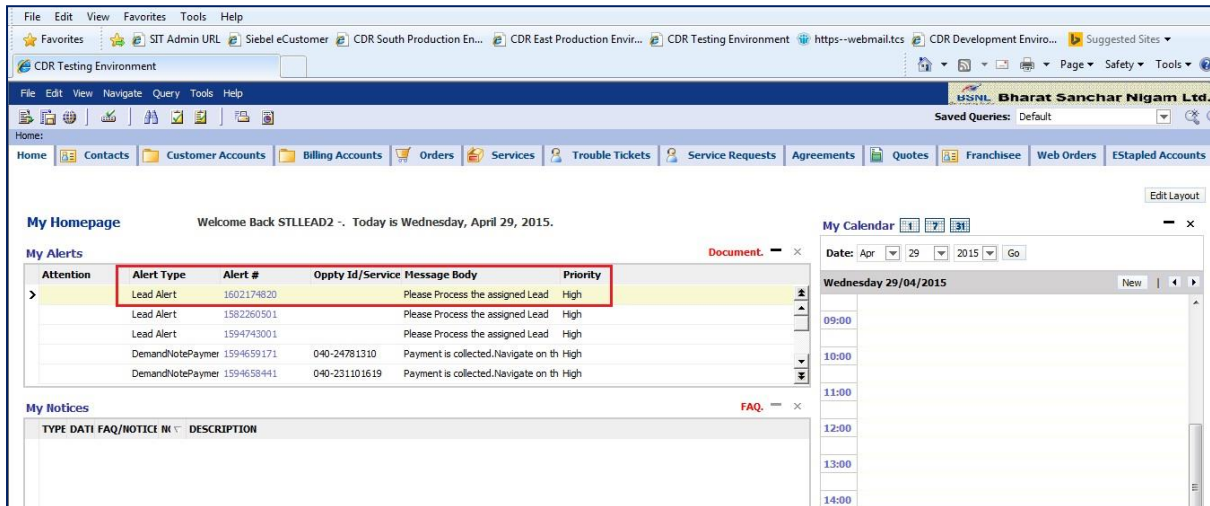
A screenshot on clicking on Assign to Sales Lead.

Oppty Number	Lead Created Dat	Opportunity Name	Account	Installation Addr	Sales Stage	Status	Service Type	Channel	Franchisee Code	Pre Lead Number	LL Phone Num
1602174820	29/04/2015 10:57:4	Lead1	ad2	456	New Lead	Open	New LL connection	Walk-In			

Screenshot after clicking on Assign to Sales Lead

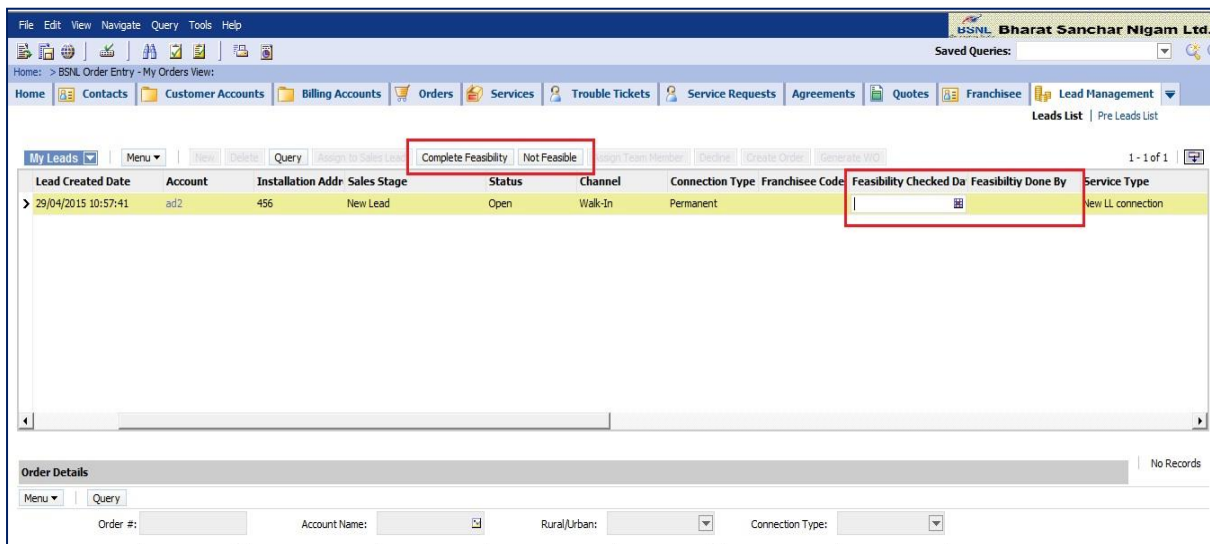
Sales Team HRMS Name	Sales Team HRMS Number	Sales Team HRMS Mobile No	Reason	Usage Code	Order Status	Order Id	Assigned To Sale: Assigned to Sales Lead Date
				Residential			STLLEAD2 - [29/04/2015 11:05:06]

13. It gets assigned to a Sales Lead mapped at SSA level.
14. Login through the Sales Lead credentials.
15. An automatic alert will be generated on his home page in alert applet.

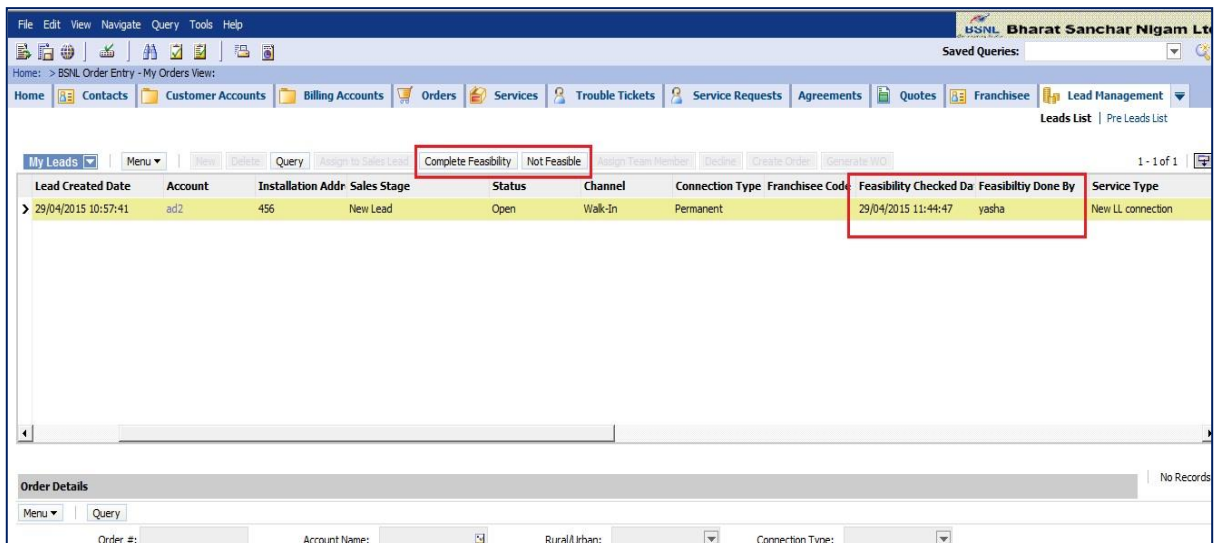


16. On clicking on Alert#, it will redirect him to Lead Management Screen → My Leads View.

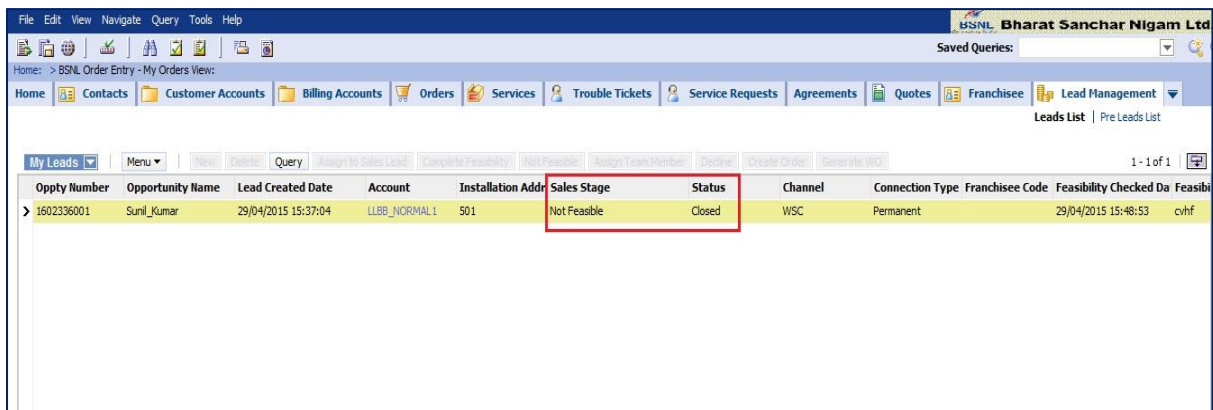
Screenshot of Lead Management Screen.



17. STL gets feasibility check done by JTO outside CRM system. With the received information, STL enters the "Feasibility Checked Date" and "Feasibility Done By" fields and clicks on **Complete Feasibility** button.



18. If the connection is not feasible, STL clicks on Not Feasible button, and thus the Sales Stage changes to Not Feasible and status changes to Closed.



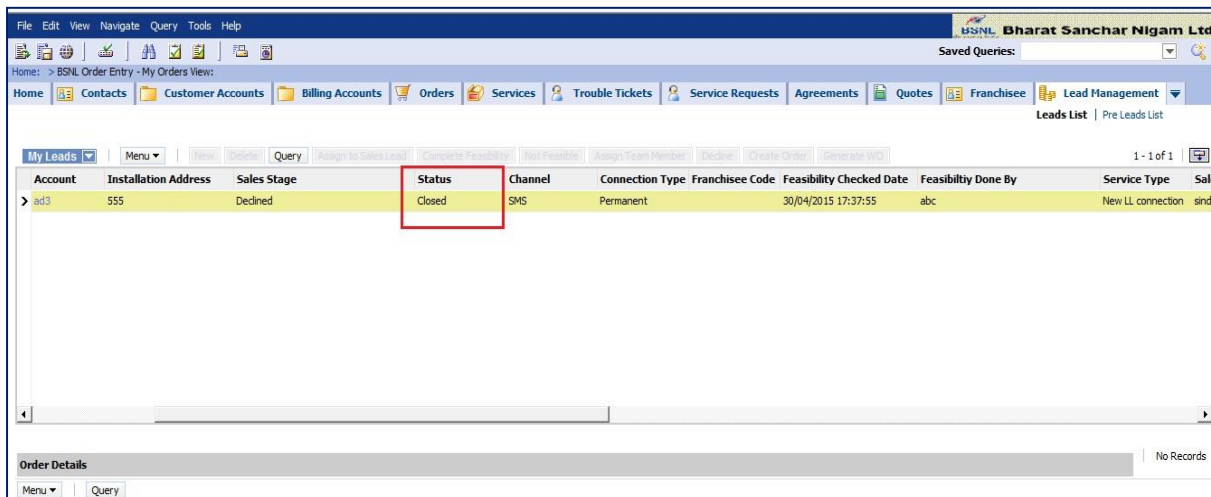
19. After positive feasibility, STL assigns the lead to Sales team member under him by picking a value from the field “Sales HRMS Name”. “Sales HRMS Number” and “Sales HRMS Mobile Number” fields will be autopopulated as per STM information stored in CRM. STL then clicks on **“Assign Team Member”** button

The screenshot shows the BSNL UDAAN interface. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. Below it, a 'Saved Queries' dropdown is visible. The main menu contains 'Home', 'Contacts', 'Customer Accounts', 'Billing Accounts', 'Orders', 'Services', 'Trouble Tickets', 'Service Requests', 'Agreements', 'Quotes', 'Franchisee', and 'Lead Management'. The 'Lead Management' section is active, showing a table of leads. The table has columns: 'Franchisee Code', 'Feasibility Checked Da', 'Feasibility Done By', 'Service Type', 'Sales HRMS Name', 'Sales HRMS Number', 'Sales HRMS Mobile No', and 'Pre Lead Number LL Phone N'. A single lead is listed with the following details: Franchisee Code: 29/04/2015 11:44:47, Feasibility Done By: yasha, Service Type: New LL connection, Sales HRMS Name: lead1, Sales HRMS Number: 8555678, Sales HRMS Mobile No: 9876985501. The 'Assign Team Member' button is highlighted with a red box. Below the table, there is an 'Order Details' section with fields for 'Order #', 'Account Name', 'Rural/Urban', and 'Connection Type'. The 'Create Order' button is also visible.

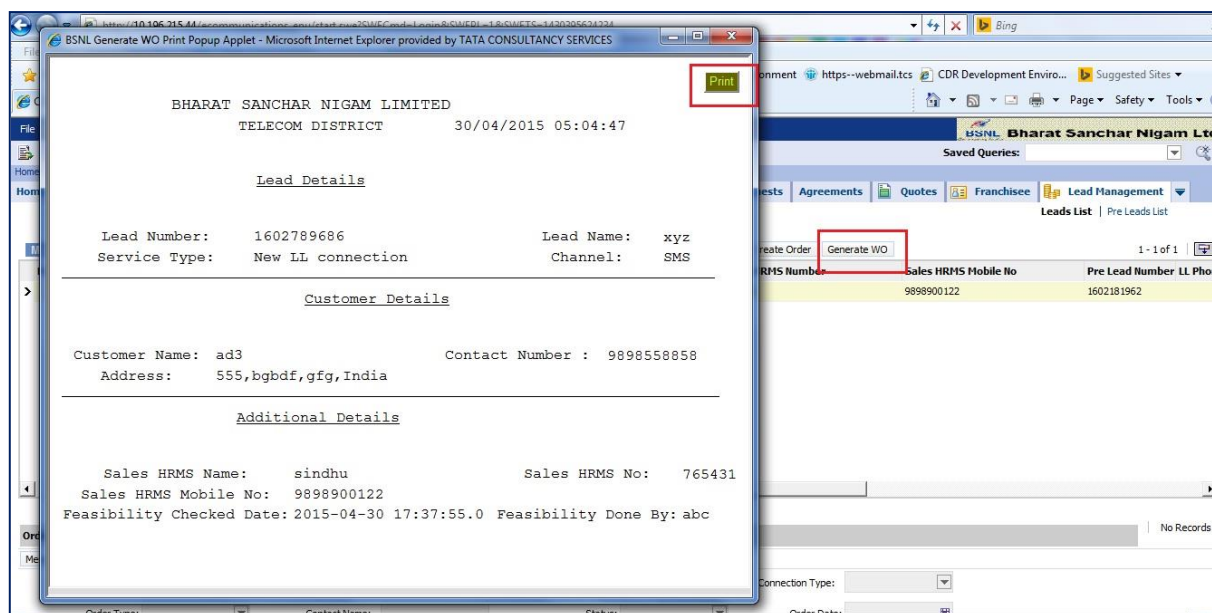
20. After it gets assigned to Team Member, he manually collects CAF and payment from Customer. STL can now proceed with Order Creation by clicking on **Create Order** button.

The screenshot shows the BSNL UDAAN interface, similar to the previous one. The 'Lead Management' section is active, and the same lead is listed. The 'Decline' button is highlighted with a red box. The 'Create Order' button is also visible. The 'Order Details' section at the bottom remains the same.

21. If Customer is not interested and conveys the same to STM, STL can click on **Decline** button, lead Status changes to Closed.



22. If we click on **Generate WO** button, a jsp page is invoked, which gives customer, lead and other additional details. This way the Sales Lead gets to know the customer's detail and may contact him for any information.



23. If we click on **Create Order** button, it redirects us to Order Page.
24. At this point order is created only if at least one Billing account exists under Customer account. If not, an error message will be thrown and STL has to create a new billing account for the customer under Billing Account View.

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Home > Order: Order List | Broadband | WLL Prepaid | IPTV Prepaid | EPABX Broadband | DSPT | IN | FTTH Voice | FTTH Broadband | DSPT BB | MMVC

1602789431

Menu New Cancel Copy Order Available Numbers Reserve Number Accessory Check Validate Demand Note Balance Deduction Submit Order

Order Number: 1602789431
 Order Id: 1-9YVAV
 Order Type: New
 Order Sub Type: Provision
 Account Name: ad5
 Billing Account: 9000085778
 Installation Address: 111
 Contact Surname: dd
 Contact Name: dfk
 Documents To Be Collected: None
 Franchisee Code:
 Corporate Id:

Offline Order: N
 Service Line: Basic Phone Service
 Service: Wireline
 Service Type: Landline
 Service Sub Type: Fixed Landline
 Service Category: NONOYT-GEN
 Usage Code: Residential
 Connection Type: Permanent
 No Of Days:
 Sales Channel: Internet
 Immediate Bill:
 Billing Redirect Type:

Indoor Completion Date:
 Service Id (Ph #):
 Preferred Number:
 Nearest BSNL Landline Number:
 CH Pilot No(Reference #):
 Billing Exchange Type: Urban
 Installation Exchange Type: Urban
 Status: Open
 Sub Status: Pending
 Centrex/ISDN Group Id:
 IP Centrex Group Id:
 Billing Redirect Account:
 PRBT Disconnection Date:

Order Created On: 30/04/2015 16:26:10
 Order Date: 30/04/2015 16:26:10
 Customer Requested Date: 07/05/2015 16:26:10
 Order Closed Date:
 Provision Date:
 Total Amount:
 Amount Paid:
 Receipt Number:
 Accessory Receipt Number:
 Prepaid Voucher Id:
 Transfer Across Zone: TNF Flag:
 Broadband Required: N

More Info | ISDN Group | Activities | Milestones | Parent Orders | Child Orders | Cancelled Orders | Waitlist Orders | Address | Billing Account | Demand Note | Line Items

25. To differentiate UDAAN Order with other orders, in More Info tab, value of UDAAN Flag is “Y”.

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Customer Portal:ad2 > BSNL Order Entry - My Orders View: Order: Order List | Broadband | WLL Prepaid | IPTV Prepaid | EPABX Broadband | DSPT | IN | FTTH Voice | FTTH Broadband | DSPT BB | MMVC

Account Name: ad2
 Contact Name: fgf
 Contact Surname: fgfd
 Billing Account: ad2

House No/Flat No: 456
 Village Name/Colony Name: ff
 City/Mandal: dsd
 Number Type: STANDARD

SSA: HYDERABAD
 District: HYDERABAD
 State: AP
 Circle: AP
 Country: India
 Postal Code: 500033

Exchange Code: HYDJS
 Installation Exchange Type: Urban
 Exchange Capacity: 0
 MSC Exchange: APMSCHMDP21

Other Details

Order Submission Date: 29/04/2015 13:00:
 Clarity Completed Date:
 Order Cancelled Date:
 Cancellation Reason:
 Disconnection Reason:
 Waitlist Reason:
 Campaign Name:
 Charges Incurred:
 Parent Order Id:

Order Cancelled By:
 Nature of Shift:
 Currency Code: INR
 Accessory Collected Status:
 Bank Guarantee Number:
 Modem Accessory Collected Status:
 Comments From Downstream:

Documents To Be Collected: None
 Billing Address Change Required:
 Handset Required:
 Internal Wiring Required:
 Udaan Flag: Y
 Comments:

Centrex/ISDN Group Details

Centrex/ISDN Group Id:
 Centrex/ISDN Group Name:
 Centrex Free Connections:
 Short Dial Number:
 CUG Group Id:
 IP Centrex Group Id:
 IP Centrex Group Name:

Referral Details

Referral Source:
 Referred By:

26. After adding Line Items, choosing required plans, facilities, accessories, etc, we click on **Available Numbers** button.

File Edit View Navigate Query Tools Help

BSNL Bharat Sanchar Nigam Ltd.

Home > Order: Order List | Broadband | WLL Prepaid | IPTV Prepaid | EPABX Broadband | DSPT | IN | FTTH Voice | FTTH Broadband | DSPT BB | MMVC

1602789431

Menu New Cancel Copy Order Available Numbers Reserve Number Accessory Check Validate Demand Note Balance Deduction Submit Order

Order Number: 1602789431
 Order Id: 1-9YVAV
 Order Type: New
 Order Sub Type: Provision
 Account Name: ad5
 Billing Account: 9000085778
 Installation Address: 111
 Contact Surname: dd
 Contact Name: dfk
 Documents To Be Collected: None
 Franchisee Code:
 Corporate Id:

Offline Order: N
 Service Line: Basic Phone Service
 Service: Wireline
 Service Type: Landline
 Service Sub Type: Fixed Landline
 Service Category: NONOYT-GEN
 Usage Code: Residential
 Connection Type: Permanent
 No Of Days:
 Sales Channel: Internet
 Immediate Bill:
 Billing Redirect Type:

Indoor Completion Date:
 Service Id (Ph #):
 Preferred Number:
 Nearest BSNL Landline Number:
 CH Pilot No(Reference #):
 Billing Exchange Type: Urban
 Installation Exchange Type: Urban
 Status: Open
 Sub Status: Pending
 Centrex/ISDN Group Id:
 IP Centrex Group Id:
 Billing Redirect Account:
 PRBT Disconnection Date:

Order Created On: 30/04/2015 16:26:10
 Order Date: 30/04/2015 16:26:10
 Customer Requested Date: 07/05/2015 16:26:10
 Order Closed Date:
 Provision Date:
 Total Amount:
 Amount Paid:
 Receipt Number:
 Accessory Receipt Number:
 Prepaid Voucher Id:
 Transfer Across Zone: TNF Flag:
 Broadband Required: N

Available Numbers - Microsoft Int...

Telephone Number

040-24781231
 040-24781225
 040-2560082
 08415-251223
 040-24781235
 040-231101630
 040-23221875
 040-24781306
 08415-251228
 040-24781232

OK Cancel

More Info | ISDN Group | Activities | Milestones | Parent Orders | Child Orders | Cancelled Orders | Waitlist Orders | Address | Billing Account | Demand Note | Line Items

The screenshot shows the UDAAN User Manual interface for TATA CONSULTANCY SERVICES. The 'Demand Note' button is highlighted in red. A pop-up window displays the message 'OM00194: Validations are Successful'.

Order Number: 1602789431
 Order Id: 1-9YVAV
 Order Type: New
 Order Sub Type: Provision
 Account Name: ad5
 Billing Account: 9000085778
 Installation Address: 111
 Contact Surname: dd
 Contact Name: df&
 Documents To Be Collected: None
 Franchisee Code:
 Corporate Id:

Offline Order: N
 Service Line: Basic Phone Service
 Service: Wireline
 Service Type: Landline
 Service Sub Type: Fixed Landline
 Service Category: NONOYT-GEN
 Usage Code: Residential
 Connection Type: Permanent
 No Of Days:
 Sales Channel: Internet
 Immediate Bill:
 Billing Redirect Type:

Indoor Completion Date:
 Service Id (Ph #): 040-24781231
 Preferred Number:
 Nearest BSNL Landline Number:
 CH Plot No(Reference #):
 Billing Exchange Type: Urban
 Installation Exchange Type: Urban
 Status: Open
 Sub Status: Validation Successful

Order Created On: 30/04/2015 16:26:10
 Order Date: 30/04/2015 16:26:10
 Customer Requested Date: 07/05/2015 16:26:10
 Order Closed Date:
 Provision Date:
 Total Amount:
 Amount Paid:
 Receipt Number:
 Accessory Receipt Number:
 Prepaid Voucher Id:
 Transfer Across Zone: TNF Flag:
 Broadband Required: N
 PRBT Disconnection Date:

More Info | ISDN Group | Activities | Milestones | Parent Orders | Child Orders | Cancelled Orders | Waitlist Orders | Address | Billing Account | Demand Note | Line Items

27. After choosing the required number from the pop up window of Available numbers, Order Sub status changes to *Number Available*. Then click on **Reserve Number** button.

The screenshot shows the UDAAN User Manual interface for TATA CONSULTANCY SERVICES. The 'Accessory Check' button is highlighted in red. The 'Sub Status' is now 'Port Available'.

Order Number: 1602789431
 Order Id: 1-9YVAV
 Order Type: New
 Order Sub Type: Provision
 Account Name: ad5
 Billing Account: 9000085778
 Installation Address: 111
 Contact Surname: dd
 Contact Name: df&
 Documents To Be Collected: None
 Franchisee Code:
 Corporate Id:

Offline Order: N
 Service Line: Basic Phone Service
 Service: Wireline
 Service Type: Landline
 Service Sub Type: Fixed Landline
 Service Category: NONOYT-GEN
 Usage Code: Residential
 Connection Type: Permanent
 No Of Days:
 Sales Channel: Internet
 Immediate Bill:
 Billing Redirect Type:

Indoor Completion Date:
 Service Id (Ph #): 040-24781231
 Preferred Number:
 Nearest BSNL Landline Number:
 CH Plot No(Reference #):
 Billing Exchange Type: Urban
 Installation Exchange Type: Urban
 Status: Open
 Sub Status: Port Available

Order Created On: 30/04/2015 16:26:10
 Order Date: 30/04/2015 16:26:10
 Customer Requested Date: 07/05/2015 16:26:10
 Order Closed Date:
 Provision Date:
 Total Amount:
 Amount Paid:
 Receipt Number:
 Accessory Receipt Number:
 Prepaid Voucher Id:
 Transfer Across Zone: TNF Flag:
 Broadband Required: N
 PRBT Disconnection Date:

More Info | ISDN Group | Activities | Milestones | Parent Orders | Child Orders | Cancelled Orders | Waitlist Orders | Address | Billing Account | Demand Note | Line Items

28. Now the order sub status changes to *Port Available*. Now click on **Accessory Check** button.

29. After clicking on Accessory Check button, order sub status changes to *Accessories Check Done*. Now click on **Validate** button.

30. After successful validations, order substatus changes to *Validation Successful*. Now click on **Demand Note** button.

31. After making demand note from PMS, click on Submit button.

The screenshot shows the BSNL Order Management System interface. The 'Submit Order' button is highlighted with a red box. The form contains various fields for order details, including Order Number, Service Line, Service Type, and Status.

Field	Value
Order Number	1602789431
Order Id	1-91VAV
Order Type	New
Order Sub Type	Provision
Account Name	ad5
Billing Account	9000085778
Installation Address	111
Contact Surname	dd
Contact Name	df&
Documents To Be Collected	None
Franchisee Code	
Corporate Id	
Offline Order	N
Service Line	Basic Phone Service
Service	Wireline
Service Type	Landline
Service Sub Type	Fixed Landline
Service Category	NONOYT-GEN
Usage Code	Residential
Connection Type	Permanent
No Of Days	
Sales Channel	Internet
Immediate Bill	
Billing Redirect Type	
Indoor Completion Date	
Service Id (Ph #)	040-24781231
Preferred Number	
Nearest BSNL Landline Number	
CH Plot No(Reference #)	
Billing Exchange Type	Urban
Installation Exchange Type	Urban
Status	Open
Sub Status	Validation Successful
Centrex/JSON Group Id	
IP Centrex Group Id	
Billing Redirect Account	
PRST Disconnection Date	
Order Created On	30/04/2015 16:26:10
Order Date	30/04/2015 16:26:10
Customer Requested Date	07/05/2015 16:26:10
Order Closed Date	
Provision Date	
Total Amount	Rs.500.00
Amount Paid	
Receipt Number	adgfsf
Accessory Receipt Number	
Prepaid Voucher Id	
Transfer Across Zone	
TNF Flag	
Broadband Required	N

32. Once the order is submitted, substatus changes to Submission In Progress and after hitting to Clarity, it changes to In Progress.

33. After order is completed in Clarity, check in Lead Management Screen. Sales Stage of the Lead is Order Closed.

2.2. Lead Creation for existing customer

1. This section tells user how to create a lead for existing BSNL Customer.
2. Since the customer is existing, customer account, contact details, address, billing account will already be existing for the customer.
3. We can directly go to Leads View and create a new lead by clicking on New button. Add the mandatory details, choose the Channel and assign to Sales Lead.
4. Login through the assigned Sales Lead, click on the alert that redirects to Lead Management Screen.
5. Check for feasibility, fill mandatory columns like Feasibility Checked Date, Feasibility Done by and click on Complete Feasibility.
6. By entering Sales HRMS Name, Number and Mobile Number, click on Assign Team Member.
7. Once it is assigned to Team Member, we can click on Create Order to proceed with the creation of Order.
8. Then the normal order flow follows.

2.3. Lead Creation When Channel is Internet (through WSC main page, without login)

1. Go to eCustomer application giving the URL, and click on Book a New Service/Broadband Connection.

Welcome to BSNL Customer Care Portal

Help | Contact Us | Login

BSNL
Connecting India

BSNL Best Hai Mere Liye

User Login

User ID: *

Password: *

Login

Forgot Password?
User Registration (For Existing BSNL Customers)

What you can do inside Selfcare Portal :

1. View your Bills
2. View and Redeem Loyalty Points
3. Check your Broadband Unbilled Usage
4. Update your Profile
5. Track your Orders/Complaints online
6. Change your Broadband Password

Our online services without Registration Process :

1. Book a New Service/Broadband Connection
2. Pay Your Landline Bill Online
3. Change Broadband Password
4. Register a Complaint

Our Helpline (24 x 7) :

1. Dial 1504 for Broadband related queries
2. Dial 1500 for all queries related to Telephone Bills, Service Complaints etc.
3. Dial 1500 for all queries related to Telephone Bills, Service Complaints etc.

2. The above link redirects to registration page. Fill in the mandatory details and click on Submit.

REGISTER FOR A NEW CONNECTION

Circle : *

SSA : *

Customer Name: *

Mobile Number: *

Land Line Contact No Example: 040 25262321

Email Address: * Example: abcd@gmail.com

Service Type: *

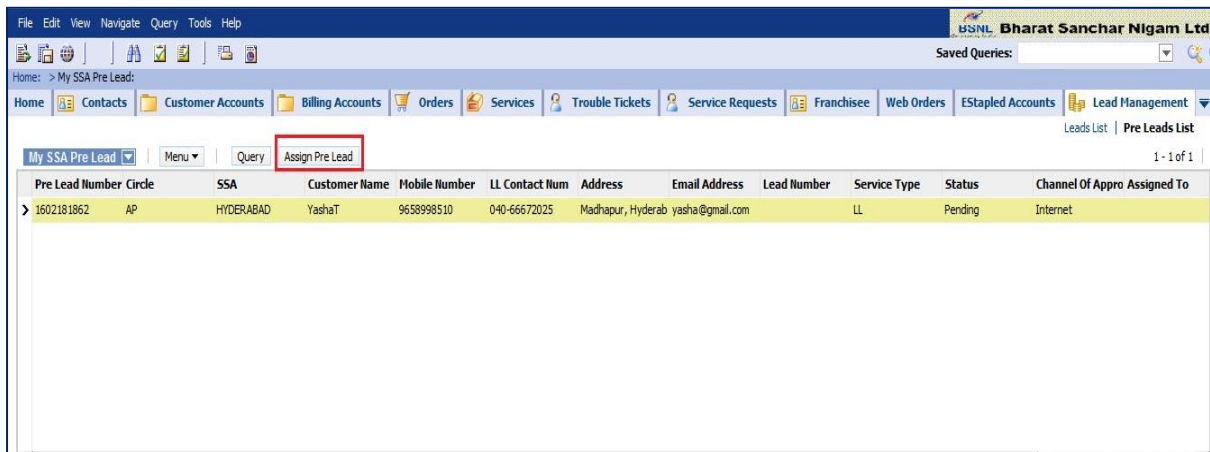
Address: *

Remarks: *

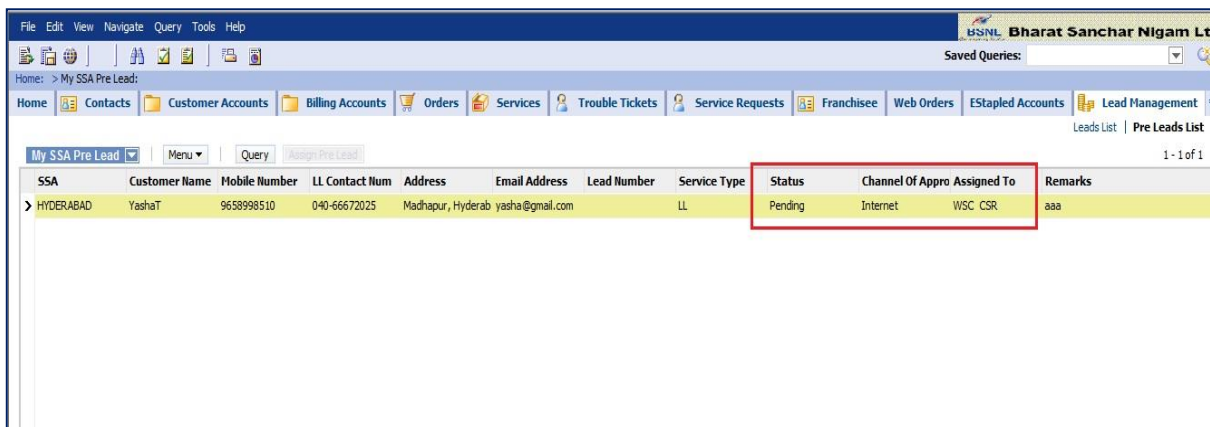
enter address without any special characters

Submit Clear

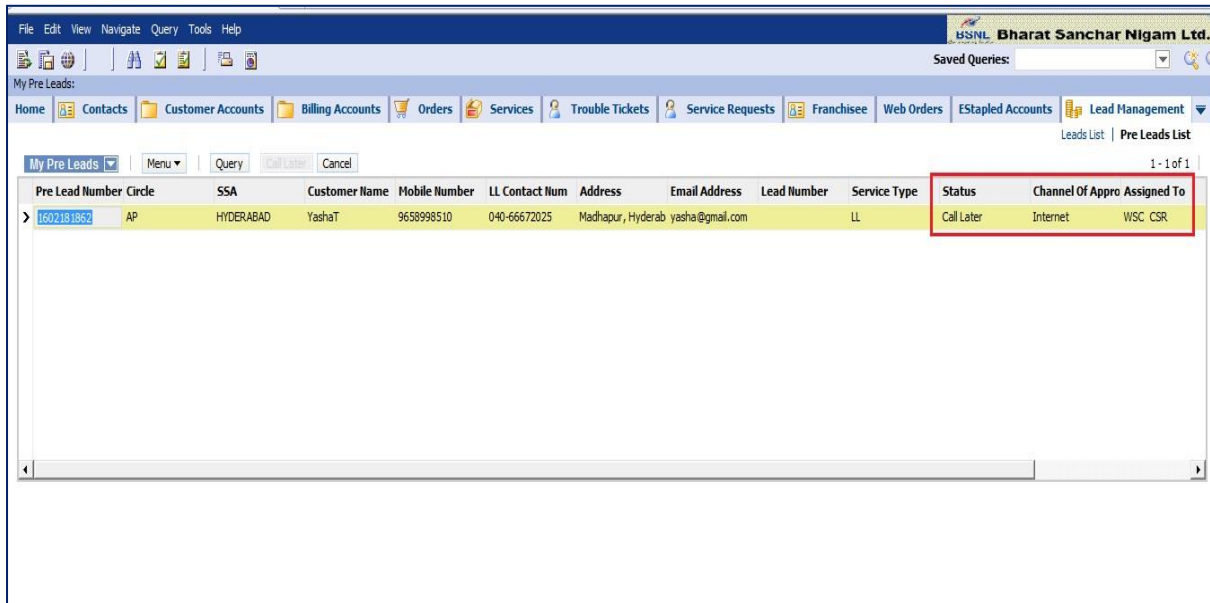
3. In Siebel Application, login through WSCCSR login. On his home page, an automated alert will be generated which leads to Lead Management Screen, Pre Lead List View.



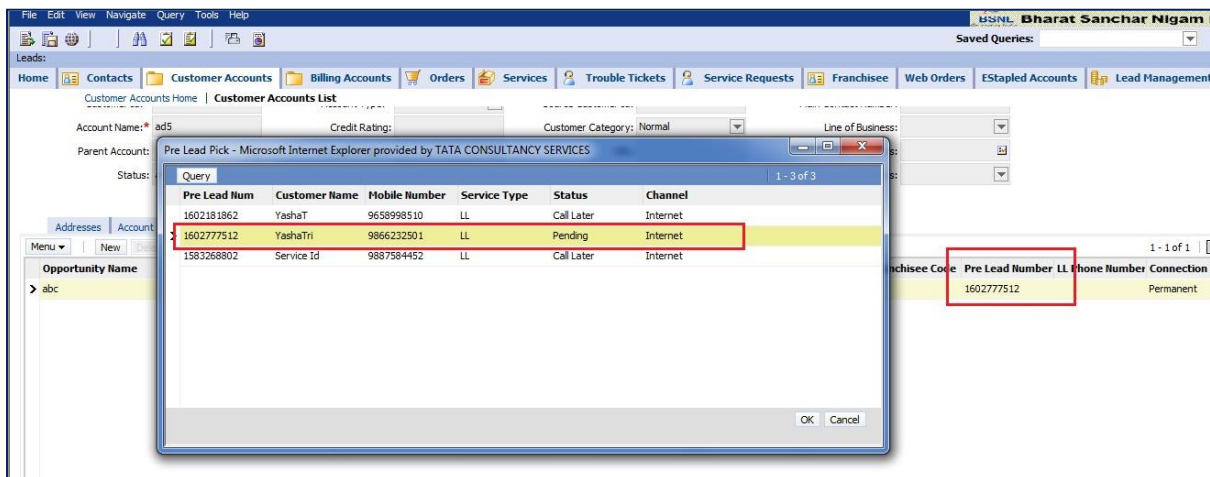
4. In My SSA Pre Lead Applet, click on **Assign Pre Lead** . It will be assigned to himself and then the record can be seen in My Pre Lead Applet. Channel of Approach is Internet and Status changes to Pending.



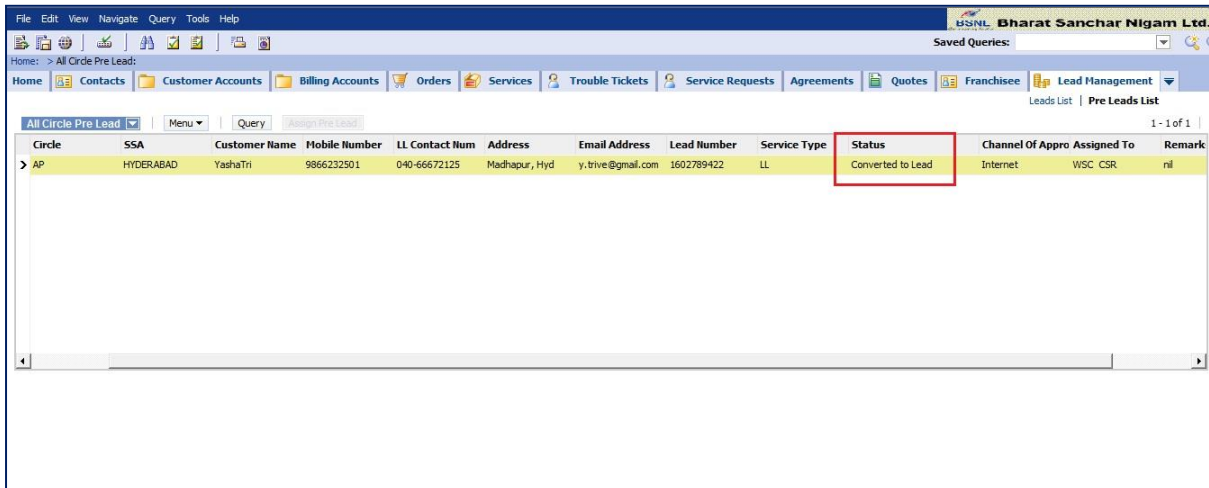
5. In My Pre Lead Applet, the pre lead can opt for an option of Call Later. Thus the status changes to Call Later.



6. The Sales Lead will call the customer and ask whether he is a new customer or existing. In Case of new customer, he will create a new Customer Account, add Address, Billing Account and Go To Leads Applet. In Case of existing customer, he can directly go to Leads Applet and create a new Lead. Channel is WSC (Internet), so pick Pre Lead which was created now.



7. After picking Pre Lead associated to that lead, click on Assign to Sales Lead like other cases.
8. Now the Pre Lead status in Pre Lead Applet changes to Converted to Lead.



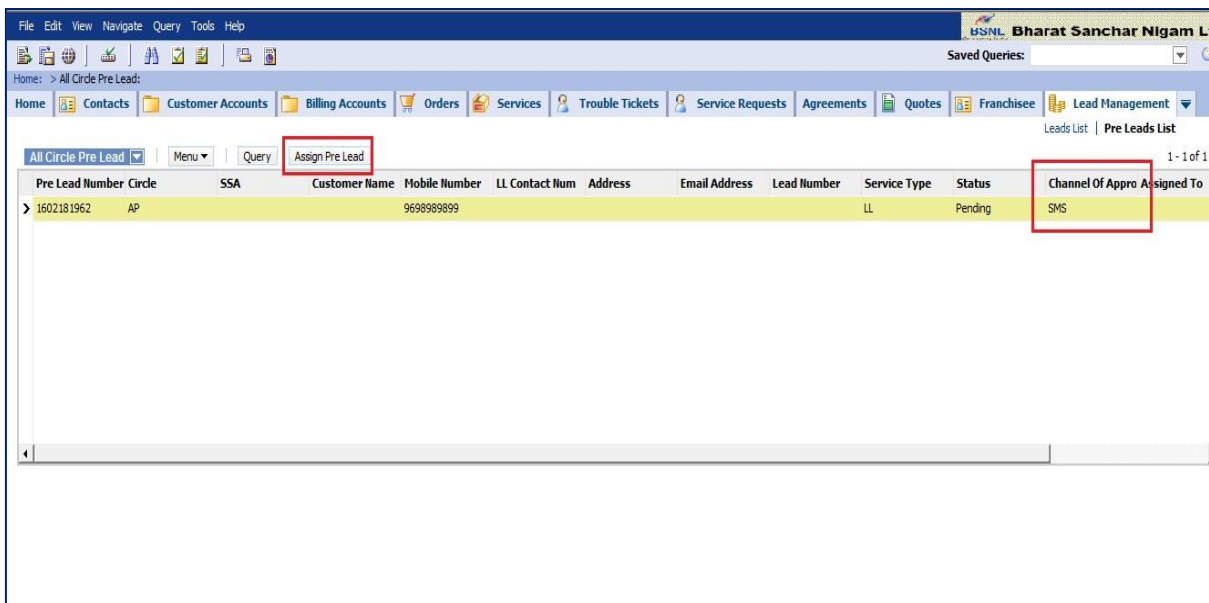
Circle	SSA	Customer Name	Mobile Number	LL Contact Num	Address	Email Address	Lead Number	Service Type	Status	Channel Of Appro	Assigned To	Remark
AP	HYDERABAD	YashaTri	9866232501	040-66672125	Madhapur, Hyd	y.trive@gmail.com	1602789422	LL	Converted to Lead	Internet	WSC CSR	nil

9. Once the opportunity is assigned to Sales Lead, then same steps are followed like in above case.

10. After the Order is created and it normally flows as other orders.

2.4. Lead Creation When Channel is SMS

When the end user sends an SMS requesting for the service, an alert goes to SMSCSR of the Circle same like alerts for others. This alert redirects him to Pre Lead Applet.



Pre Lead Number	Circle	SSA	Customer Name	Mobile Number	LL Contact Num	Address	Email Address	Lead Number	Service Type	Status	Channel Of Appro	Assigned To
1602181962	AP			9698989899					LL	Pending	SMS	

1. Under All Circle Pre Lead, the record will be displayed. Channel of Approach will be SMS.
2. Click on Assign Pre Lead. The record will be assigned to himself and can be seen under My Pre Lead Applet.
3. Now, if the customer is existing or new, we need to proceed accordingly like in the above cases.

4. Go to Leads Applet under Customer Account. Fill in the mandatory details after clicking on **New** button.
5. Here Pre Lead Number is a mandatory field. Only those pre leads will appear in the applet which are having status as Pending or Call Later.
6. Here Channel will come as SMS.
7. Click on Assign to Sales Lead and thus the record gets assigned to Sales Lead according to the respective circle.
8. After this, login through the Assigned Sales Leads Credentials and click on Alerts on his home page, which redirects him to Lead Management Screen.
9. Then the same steps follows like in other cases.

Oppty Number	Lead Created Date	Opportunity Name	Account	Installation Addr.	Sales Stage	Status	Service Type	Channel	Franchisee Code	Pre Lead Number	Phone Number
1602789686	30/04/2015 17:32:13	xyz	ad3	555	New Lead	Open	New LL connection	SMS		1602181962	

2.5. Lead Creation After Login Through WSC

1. Login through ecustomer login credentials, Under Service, New Service Connection leads to My Lead Details page.
2. Fill in the mandatory details. Click **Submit**.
3. A new record with status as Open is created in My Lead Details page.

The screenshot displays the BSNL Customer Care Portal interface. At the top, a blue header bar contains the text "Welcome to BSNL Customer Care Portal" and navigation links: "FAQs", "My Account", "Help", "Contact Us", and "Log Out". Below the header, a navigation menu includes "Home", "Service", and "Offers and Info". A "New Connection View: iHelp" button is visible. The main content area features a "My Lead Details" section with a "Submit" button and a "Cancel" button. The form contains the following fields and values:

Field	Value
Lead Number:	1602336001
Lead Created Date:	29/04/2015 15:37:04
Account Name:	LLBB_NORMAL1
Status:	Open
Lead Name:	Sunil_Kumar
Sales Stage:	New Lead
Service Type:	New LL connection
Installation Address:	501
LL Phone Num:	

4. Now based on the address SSA chosen, it will be directly assigned to Sales Lead.
5. Login through the Sales Lead credentials, In his home page, alert will be generated which redirects him to Lead Management Screen > Leads List View.
6. In this case the channel of approach will be WSC.
7. Check feasibility, fill mandatory fields and proceed with the Creation of Order.